

# Parks and Recreation

City of Newton Performance Management  
July 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has improved since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has worsened since last reporting period

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Develop and provide a rich array of cultural, recreational and educational programs</b>					
		Total Programs per Month	37	55	18
		Total Program Participants	77439	35000	42439
		Total Program unique Participants	28303	3325	24978
		Total Program Revenue/Month	\$196,733	\$170,197	\$26,536
		% of participants who are completely satisfied according to survey	82	95	13
<b>2. Maintain parks and recreation land and facilities</b>					
		Grounds Maintenance workorders Received	53	40	13
		Grounds Maintenance Work Orders Completed	51	40	11
		% of grounds maintenance requests completed within 5 days	84	95	11
		% of routine maintenance workorders completed on schedule	86	95	9
<b>3. Ensure a sustainable and community forest for the future of Newton</b>					
		Forestry Service Requests Received	221	145	76
		Forestry Service Requests Completed/ Closed	232	200	32
		Tree Maintenance Requests Backlog - Tree Prune/ Tree Remove	712	750	38
		% of Tree Maintenance requests inspected within 3 days	97	95	2
		% of Down tree, limb, or hanger requests inspected within 24 hours	95	95	0
		% of Tree Related Emergencies inspected and made safe within 3 hours	100	100	0

## Notes